

JAY J. DAVE

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OBJECTIVE: Sr. Technical Writer / Content Developer (eLearning/WBT)

PROFESSIONAL SKILLS

- Publication Production: MS Office, Framemaker, Adobe Acrobat, Adobe Design Suite, DITA/XML (Madcap Flare, Oxygen XML Editor, Robohelp, Eclipse IDE), Visio
- Web Based Training: Adobe Captivate/Presenter, Articulate Studio/Storyline, Camtasia
- Web Development: Word Press, HTML, CSS, Java Scripts, PHP, MySQL, GIT, JIRA
- Knowledge of System/Network Administration, Network Security & Cloud Computing
- Knowledge of 3D CAD Systems: AutoCAD, Solidworks, Inventor, Pro/E, GD&T

WORK HISTORY

Sr. Technical Writer / Content Developer (Eugenus Inc. *04/14-Present*)

Development of System Manuals, Engineering Documentation and Web Based Training.

- Exclusively working with Engineers and SMEs on System Operations/Configurations
- Writing System Manuals (Engineering Data Specs, Software GUI, System Maintenance, Drawings & Schematics Diagrams)
- Successfully introduced and established Web Based Training of System Software and System Configurations (for Field Service Personnel and Global System Technology Support group)
- Providing training to Interns, New Hire and Offshore Team on Engineering/System Processes
- Developing ISO Templates, Factory Acceptance Tests (FAT) Forms, Product Configurators, Process Procedures/Checklists, OMS and processing ECOs (for Doc-Control/Engineering)

Technical Writer / Graphics Illustration (*Nanometrics Incorporated. 05/12-03/14*)

Developing documentation of Semiconductor Metrology processes of complex electro-mechanical systems, software operations and data storage servers.

- Developing System Manuals for Software Configuration and Hardware Calibration/Tests
- Hands-on assembly/installation of Data Storage Unit and mounting of Server Racks
- Documenting Installation, Virtualization and Configuration processes of Data Storage Units
- Working with System Engineers and Operations to identify and initialize system processes
- Creating illustrations from Photographs, System Schematics/Diagrams, and CAD drawings

Instructional Designer / eLearning Course Developer (*The Nielsen Company. 07/12-11/12*)

Developing eLearning courses for Nielsen's global workforce (Marketing and Medical Division).

- Developing and coordinating the production of online courses and associated documentation
- Conducting in-depth review of final deliverable for accuracy, quality, and usability
- Consistently applying Nielsen's eLearning standards and procedures as well as using the most effective and appropriate design and development techniques

- Using advance knowledge and skills with Articulate Studio / Storyline and Adobe Captivate to build courses according to the storyboard
- Incorporating content, graphics, audio and video components as part of course development

Technical Content Writer / CMS Developer (*Novellus Systems. 02/10-04/12*)

Developing documentation of Semiconductor Equipment related to Wafer and Microchips for manufacturing and operations.

- Transforming documentation into Cell Fusion CMS system for manufacturing operations
- Documenting Process Procedures, Operational Method Sheets and Work Instructions
- Working with manufacturing and engineering to resolve product specific issues related to form, fit and function of parts, drawings and/or bill-of-materials

Technical Content Writer & eLearning / WBT Developer (*Cisco Systems. 05/08-10/08*)

In Corporate Learning & Development department, created eLearning modules and delivered Web Based Training for Cisco's Global Workforce Education Center.

- Designed and developed ERP Systems demonstration (simulation) for eLearning and WBT
- Developed business processes and documentation for IT Infrastructure products
- Technical Content Writer for online help, eLearning courses and operation processes
- Using WebEx, facilitated as a host and moderator in delivery of Web Based Training to Cisco's Global workforce (participants in each session range from 25 to 250, worldwide)

Technical Writer / Graphics Illustration (*KLA-Tencor Inc. 01/05-03/08*)

Technical Documentation / Industrial Engineering (*KLA-Tencor Inc. 03/01-05/02*)

Successfully lead the training project and delivered training to KLA India team. Also, lead the documentation development projects related to business operations.

- Involvement in strategic instructional design processes and course materials
- Designing, developing and managing VFI application, which is a CMS system that displays an interactive web based navigational structure of company products
- Documented User Guide, Process Procedures, Technical & Installation Manual for Customer, Manufacturing Operation, Maintenance and Field Service Technicians
- Utilizing CAD and BOM database systems such as ProE/Intralink, SAP, Oracle, Matrix One
- Illustrating 2D, 3D, exploded and section views using Adobe Illustrator and Photoshop

EDUCATION: BS – Industrial Technology & Computer Information System (SJSU '95)